



Statement on behalf of the Member States of the European Union

By

Mr. Jan De Preter

Counsellor at the European Union Delegation to the United Nations

71st Session of the General Assembly

Fifth Committee

Item 134e: Global Service Delivery Model

United Nations

New York

13 December 2016

- As Delivered –

Madame Chair,

I have the honour to speak on behalf of the member states of the European Union.

The candidate Countries the former Yugoslav Republic of Macedonia*, Montenegro*, Serbia*, and Albania*, the country of the Stabilisation and Association Process and potential candidate Bosnia and Herzegovina, as well as Georgia, the Republic of Moldova and Armenia align themselves with this statement.

From the outset, I would like to thank Ambassador Takasu, USG for Management for introducing the SG Report on the Global Service Delivery Model at the United Nations. I would also like to thank Mr. Carlos Ruiz Massieu, Chair of the ACABQ, for introducing its report on the same issue.

The member states of the European Union would like to recall the importance of developing a Global Service Delivery Model alongside ongoing change processes at the United Nations, in particular Umoja and the implementation of the Information and Communications Technology (ICT) strategy at the Secretariat. We support the goal of creating a truly global Secretariat that is better able to deliver on its mandates and is supported by administrative services that provide what is needed, when needed and where needed.

In that regard, we welcome the report of the Secretary General, the details and options provided in it and the progress made in further developing proposals for a global service delivery model as requested in GA Resolution 70/248A. We agree with the vision proposed for the GSDM.

** The former Yugoslav Republic of Macedonia, Montenegro, Serbia and Albania continue to be part of the Stabilisation and Association Process.*

Over recent biennia, member states have invested in major reform processes including Umoja and the Global Field Support Strategy. The Global Service Delivery Model will be an essential element that draws these together, creating synergies and ensuring better, faster and more efficient service delivery with benefits that can be demonstrated in both qualitative and quantitative ways.

It is clear that the Global Service Delivery Model and Umoja will be mutually reinforcing: while Umoja standardized and automated business processes, the Global Service Delivery Model will consolidate fragmented administrative structures within and across duty stations. GSDM is key to unlocking the real benefits of Umoja.

The overall objective of the exercise is to concentrate resources on substantive, front-line activities making the Organization leaner and more effective. This will not only improve the quality of mandate implementation but furthermore free resources that can translate into considerable efficiency gains for the Organisation and its member states.

Madame Chair,

The current report of the Secretary-General sets out the overall vision, methodology, rationale and broad concepts for the Global Service Delivery Model. The report should therefore be seen as a step in the development of a model that will enable the United Nations to dedicate a greater proportion of resources to substantive front-line activities while making administrative functions more efficient and therefore better able to serve the current and evolving needs of the Secretariat. Also, it should maximize benefits and avoid possible duplication and

overlap while taking into account the unique and complex nature of the United Nations system.

We therefore underline the need to adopt a truly global and system-wide approach. We also believe that the incoming Secretary-General will have the opportunity to get a close look at the model and build on it further as he sees fit. A report on progress should be presented to us during the main session of the 72nd General Assembly, on the basis of the work of a dedicated team under the leadership of the incoming Secretary-General.

I thank you, Madame Chair.